

**STATE OF TEXAS**  
**DEPARTMENT OF INFORMATION RESOURCES**  
**CONTRACT FOR PRODUCTS AND RELATED SERVICES**

**A Third Opinion Solutions Corporation**

**1. Introduction**

**A. Parties**

This Contract for products and related services is entered into between the State of Texas, acting by and through the Department of Information Resources (hereinafter "DIR") with its principal place of business at 300 West 15<sup>th</sup> Street, Suite 1300, Austin, Texas 78701, and A Third Opinion Solutions Corporation (hereinafter "Vendor"), with its principal place of business at 310 Pinewood Drive, Conroe, Texas, 77385-9668.

**B. Compliance with Procurement Laws**

This Contract is the result of compliance with applicable procurement laws of the State of Texas. DIR issued a solicitation on the Comptroller of Public Accounts' Electronic State Business Daily, Request for Offer (RFO) DIR-SDD-TMP-111, on January 8, 2008, for Technology Based Recording Equipment, Software and Services. Upon execution of this Contract, a notice of award for RFO DIR-SDD-TMP-111 shall be posted by DIR on the Electronic State Business Daily.

**C. Order of Precedence**

This Contract; Appendix A, Standard Terms and Conditions For Products and Related Services Contracts; Appendix B, Vendor's Historically Underutilized Businesses Subcontracting Plan; Appendix C, Service Agreement; Exhibit 1, Vendor's Response to RFO DIR-SDD-TMP-111, including all addenda; and Exhibit 2, RFO DIR-SDD-TMP-111, including all addenda; are incorporated by reference and constitute the entire agreement between DIR and Vendor. In the event of a conflict between the documents listed in this paragraph, the controlling document shall be this Contract, then Appendix A, then Appendix B, then Appendix C, then Exhibit 1, and finally Exhibit 2. In the event and to the extent any provisions contained in multiple documents address the same or substantially the same subject matter but do not actually conflict, the more recent provisions shall be deemed to have superseded earlier provisions.

**2. Term of Contract**

The term of this Contract shall be one (1) year commencing on the last date of approval by DIR and Vendor. Prior to expiration of the original term, DIR and Vendor may extend the Contract, upon mutual agreement, for up to three (3) optional one-year terms.

**3. Product and Service Offerings****A. Products**

Products available under this Contract are limited to CyberTech branded hardware and software for technology based recording. Vendor may incorporate changes to their product offering; however, any changes must be within the scope of products awarded based on the posting described in Section 1.B above.

**B. Services**

Services available under this Contract are limited to hosted call recording, base setup, installation, customization, training, maintenance and support. Vendor may incorporate changes to their service offering; however, any changes must be within the scope of services awarded based on the posting described in Section 1.B above.

**4. Pricing****A. Manufacturer's Suggested Retail Price (MSRP)**

MSRP is defined as the product sales price suggested by the manufacturer or publisher of a product.

**B. Customer Discount**

The minimum Customer discount for all products and services will be the percentage off MSRP as specified below.

The minimum Customer discount for all products and services will be the percentage off MSRP as specified below. Customer Discount = Initial Discount – DIR Administrative Fee specified in Section 5.

CyberTech Products	Customer Discount
<b>Recording Licenses</b>	
CyberTech Recording Licenses	58%
<b>Hardware</b>	
CyberTech Baseboards	48%
CyberTech Modules	48%
APC UPS	23%
Single Monitor, Mouse, Keyboard Kit	31%
Dual Monitor w/card, Mouse, Keyboard Kit	41%
<b>Software</b>	
CyberTech SW Options	38%
Patent Royalties per System	0%

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Services for CyberTech Products	Customer Discount
<b>Hosted Call Recording</b>	
Base Setup Per Channel – One-Year Term	18%
Monthly Recurring Costs Per Channel – One-Year Term	18%
<b>Installation</b>	0-1%
<b>Maintenance and Support</b>	
Service & Maintenance by CyberTech Engineer	1%
Depot Maintenance at ATO Solutions Depot Site – Labor Only	4%
On-Site Maintenance (not under warranty) plus Mileage	3%
Annual Maintenance	18%
Online Maintenance	18%
Telephone Maintenance	18%
On-Site Maintenance and Support by a Field Service Technical plus Travel	18%
<b>Customization – Hourly Rate</b>	5%
<b>Training</b>	0%
<b>Shipping and Handling Expedited and International Service</b>	0-7%

**C. Customer Price**

1) The price to the Customer shall be calculated as follows:

$$\text{Customer Price} = \text{MSRP} - \text{Customer Discount}$$

2) Customers purchasing products and services under this Contract may negotiate more advantageous pricing or participate in special promotional offers. In such event, a copy of such better offerings shall be furnished to DIR upon request.

3) If pricing for products or services available under this Contract are provided at a lower price to: (i) an eligible Customer who is not purchasing those products or services under this Contract or (ii) any other entity or consortia authorized by Texas law to sell said products and services to eligible Customers, then the available Customer Price in this Contract shall be adjusted to that lower price. This Contract shall be amended within ten (10) business days to reflect the lower price.

**D. DIR Administrative Fee**

The administrative fee specified in Section 5 below shall not be broken out as a separate line item when pricing or invoice is provided to Customer.

**E. Shipping and Handling Fees**

The price to the Customer under this Contract shall include all shipping and handling fees. Shipments will be Free On Board Customer's destination. No additional fees shall be charged to the Customer for standard shipping and handling. If the Customer requests expedited delivery, Customer will be responsible for any charges for expedited delivery.

**F. Tax-Exempt**

As per Section 151.309, Texas Tax Code, Customers under this Contract are exempt from the assessment of State sales, use and excise taxes. Further, Customers under this Contract are exempt from Federal Excise Taxes, 26 United States Code Sections 4253(i) and (j).

**G. Travel Expense Reimbursement**

Pricing for services provided under this Contract are exclusive of any travel expenses that may be incurred in the performance of those services. Travel expense reimbursement may include personal vehicle mileage or commercial coach transportation, hotel accommodations, parking and meals; provided, however, the amount of reimbursement by Customers shall not exceed the amounts authorized by the current State Travel Regulations. Travel time may not be included as part of the amounts payable by Customer for any services rendered under this Contract. The DIR administrative fee specified in Section 5 below is not applicable to travel expense reimbursement. Anticipated travel expenses must be pre-approved in writing by Customer.

**H. Changes to Prices**

Vendor may change the price of any product or service at any time, based upon changes to the MSRP, but discount levels shall remain consistent with the discount levels specified in this Contract. Price decreases shall take effect automatically during the term of this Contract and shall be passed onto the Customer immediately.

**5. DIR Administrative Fee**

**A)** The administrative fee to be paid by the Vendor to DIR based on the dollar value of all sales to Customers pursuant to this Contract is two percent (2%). Payment will be calculated for all sales, net of returns and credits. For example, the administrative fee for sales totaling \$100,000 shall be \$2,000.00.

**B)** All prices quoted to Customers shall include the administrative fee. DIR reserves the right to change this fee upwards or downwards during the term of this Contract, upon written notice to Vendor. Any change in the administrative fee shall be incorporated in the price to the Customer.

**6. Notification**

All notices under this Contract shall be sent to a party at the respective address indicated below.

If sent to the State:

Vendor Contract No. \_\_\_\_\_

Sherri Parks, Director  
Contracting & Procurement Services  
Department of Information Resources  
300 West 15<sup>th</sup> Street, Suite 1300  
Austin, Texas 78701  
Phone: (512) 475-4700  
Facsimile: (512) 475-4759  
Email: [sherri.parks@dir.state.tx.us](mailto:sherri.parks@dir.state.tx.us)

If sent to the Vendor:

Jim Cessnun  
ATO Solutions Corporation  
310 Pinewood Drive  
Conroe, TX 77385-9668  
Phone: (866) 428-6765 x9090  
Facsimile: (866) 428-6765  
Email: [jim.cessnun@atosolutions.com](mailto:jim.cessnun@atosolutions.com)

**7. Software License and Service Agreements**

**A. Shrink/Click-wrap License Agreement**

Regardless of any other provision or other license terms which may be issued by Vendor after the effective date of this Contract, and irrespective of whether any such provisions have been proposed prior to or after the issuance of a Purchase Order for products licensed under this Contract, or the fact that such other agreement may be affixed to or accompany software upon delivery (shrink-wrap), the terms and conditions set forth in this Contract shall supersede and govern the license terms between Customers and Vendor.

**B. Service Agreement**

Services provided under this Contract shall be in accordance with the Service Agreement as set forth in Appendix C of this Contract. No changes to the Service Agreement terms and conditions may be made unless previously agreed to by Vendor and DIR.

**8. Authorized Exceptions to Appendix A, Standard Terms and Conditions for Product and Related Services Contracts.**

No exceptions.

Vendor Contract No. \_\_\_\_\_

This Contract is executed to be effective as of the date of last signature.

**A THIRD OPINION SOLUTIONS CORPORATION**

**Authorized By:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**The State of Texas, acting by and through the  
Department of Information Resources**

**Authorized By:** \_\_\_\_\_

**Name:** Cindy Reed

**Title:** Deputy Executive Director  
Operations & Statewide Technology Sourcing

**Date:** \_\_\_\_\_

**Legal:** \_\_\_\_\_